

Handling Out-of-Jurisdiction Contacts

COVID-19 Community Team Outreach

Out-of-jurisdiction (OOJ) contacts are handled with specific processes that depend on location:

Entering an OOJ Contact

Always enter an OOJ contact normally in the system with as much information as you can. **Enter the contact's state and county correctly.** See the *Entering, Assigning, and Beginning Monitoring Job Aid* for a review of key areas to include when entering contacts.

Handling OOJ Contacts: Other Counties

1. If you input an OOJ contact located in another county within North Carolina, **do not close the case or conclude monitoring.** Assign the contact to the designated OOJ contact tracer for their county (see ["CCTO OOJ Contact List" in the CDM](#)) by clicking the "Assign" Box from their profile.
2. Single-click "Me" to produce "User or Team" and type the name of your assignee.
3. Click "Assign." The contact will no longer be assigned to you. **No further action is required on your part.**

1 "Assign" Box

2 "Me"/"User or Team"

3 "Assign"

Handling OOJ Contacts: Other States

1. If you input an OOJ contact located **outside of North Carolina**, enter as much address information as you have for the contact, including "State/Province" in the Address Field. Use the process above to **assign the contact to the NC DHHS Movement Monitoring and Notification (MMN) Team Contact (Jennifer Wheeler).** No further action is required on your part.
2. The MMN Team will notify the appropriate parties, close monitoring, and set "Final Monitoring Outcome" to "State OOJ, notification completed" when finalized. **Only the MMN Team will use the "State OOJ, notification completed" option.**

1 Assign to MMN Team

2 MMN Team Closes

Basic Info	
First Name	Betty
Last Name	Ross
NC EDSS Event ID of Source Patient #1	101011776
Last Date of Exposure to Source Patient #1	7/4/2020
NC EDSS Event ID of Source Patient #2	---
Last Date of Exposure to Source Patient #2	---
Employer	Flags For You
Job Title	Seamstress
Email	betty@starsnstripes.com
Mobile Phone	5555551776
Date of Birth (DOB)	1/1/2000
Preferred Method of Contact	Email

Address	
Address Line 1	239 Arch Street
Address Line 2	---
City	Philadelphia
State/Province	PA
Postal Code	19106
County	Philadelphia

1

Assign Email

Assign Contact

You have selected 1 Contact. To whom would you like to assign it?

Assign to User or team

User or team 2

3

Assign Cancel

1

Assign Contact

You have selected 1 Contact. To whom would you like to assign it?

Assign to User or team

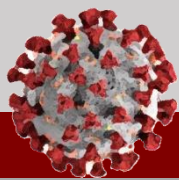
User or team

2

Assign Cancel

Details

Begin Monitoring?	No
Monitoring Status	Monitoring Ended
Monitoring Age	---
Begin Monitoring Date	---
Last Assessment Date	---
Final Monitoring Outcome	State OOJ, notification completed



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Inbound Contacts

Inbound contacts are residents of your county who were received as contacts by other states or counties. **This process does not require any additional action on your part and is provided here for your reference:**

1. Contacts for your county received by other NC counties will be entered normally into the CCTO Tool by that county and assigned to your county's OOJ User **per the process outlined in this document.**
2. Contacts for your county received by other states will be communicated to a member of the NC DHHS Movement Monitoring and Notification (MMN) Team and will be entered into the CCTO Tool by the MMN Team. They will then be assigned to your county's OOJ User **per the process outlined in this document.**

1
2

Confirmed OOJ User List for CCTO Tool
COVID-19 Community Team Outreach

OOJ User List as of 6/18

The following have been confirmed as designated OOJ contacts per completed survey responses received to date:

County	LHD	First Name	Last Name	Email
Alamance	Alamance	Christie	Sykes	christie.sykes@alamance-nc.com
Alexander	Alexander	Emily	Vick	evick@alexandercountync.gov
Alleghany	Appalachian			
Anson	Anson	Dana	Thomas	dthomas@co.anson.nc.us
Ashe	Appalachian			
Avery	Toe River	Diane	Creek	diane.creek@toeriverhealth.org
Beaufort	Beaufort	Meredith	Mobley	meredith.mobley@bchd.net
Bertie	Albemarle Regional	Anita	LaFon	alafon@arhs-nc.org
Bladen	Bladen	Tiffany	Pait	tpait@bladenco.org
Brunswick	Brunswick	Rachael	Baldwin	rachael.baldwin@brunswickcountync.gov
Buncombe	Buncombe	Ellis	Vaughan	ellis.vaughan@buncombecounty.org
Burke	Burke	Emily	Poteet	Emily.poteet@burkenc.org
Cabarrus	Cabarrus			
Caldwell	Caldwell	April	Kirby	akirby@caldwellcountync.org
Camden	Albemarle Regional	Anita	LaFon	alafon@arhs-nc.org
Carteret	Carteret	Ellen	Gillikin	ellen.gillikin@carteretcountync.gov
Caswell	Caswell	Marcy	Williams	mwilliams@caswellnc.us
Catawba	Catawba	Sarah	Rhodes	smrhodes@catawbacountync.gov
Chatham	Chatham			
Cherokee	Cherokee	Rebecca	Hand	rebecca.hand@cherokeecounty-nc.gov

The OOJ User List has been published under "[CCTO OOJ Contact List](#)" in the CD Manual for your reference. **This list is updated weekly - ensure you are using the latest.**